

Corporate Volunteer Policy

Policy Statement

The Corporation of the Town of St. Marys realizes the positive impact Volunteers have on making our community a caring, vibrant and unique place to live and work. The Town uses volunteers to augment the services provided to residents and users. Volunteer opportunities will endeavour to provide new skills and perspectives to Volunteers. The Town provides a wide range of volunteer opportunities for all ages throughout the municipality. The Town supports persons in achieving their goals and objectives through volunteer opportunities.

Scope

Potential and Current Volunteers with the Town.

Purpose

To provide people who are interested in volunteering with information on the Town's volunteer program.

Definitions

- **Vulnerable Sector Check:** search of police involvement in accordance with the LEARN guidelines and a search for sexual offence convictions for which an individual has received a pardon.
- **Criminal Record Check:** a background search of criminal history by police.
- **Vulnerable Person:** a person under the age of 18; a person living with a disability who is in need of assistance to meet his/her basic needs with regards to personal care of the management of his or her property.

Responsibilities

Council:

- Support volunteer program within the Municipality

Corporation:

- Treat volunteers with dignity and respect
- Provide an overview of the volunteer responsibilities with a specific department
- Keep volunteer informed of new policies and procedures
- Track volunteer hours worked within each department
- Provide training to volunteers on items such as but not limited to - health & safety, responsibilities of the volunteer, policies and procedures
- Recognize Volunteer's contribution to the Municipality

Human Resources or designate:

- Work with departments to identify volunteer opportunities
- Promote volunteer opportunities within the Municipality
- Recruit new volunteers as required
- Match potential volunteers with volunteer opportunities
- Coordinate the volunteer intake process
- Work with departments on retention strategies
- Maintain and enhance the volunteer process

Volunteer:

- Identify areas of interest, availability and time commitment
- Maintain confidentiality of information
- Cooperate with staff and clients/public
- Speak with your department representative when issues arise
- Offer advice, feedback and suggestions
- Read and follow the Volunteer Handbook and applicable policies and procedures of the department

Guidelines

Introduction

The Town of St. Marys

- Recognizes that voluntary work brings benefits to volunteers themselves, to users, the community and staff
- Will ensure that Volunteers are properly integrated into the municipal structure and mechanisms are in place for them to contribute to the Volunteer's success
- Volunteers will supplement the work of paid staff
- Expects all staff to work positively with volunteers and where appropriate will actively seek to involve them in their work
- Recognizes that Volunteers require satisfying work and personal development and will seek to help Volunteers meet these needs, as well as provide the training for them to do their work effectively
- Will identify and cover the costs of the Volunteer program
- Recognizes that the management of Volunteers requires designated responsibilities within specific posts
- Will endeavour to involve volunteers from a wide range of backgrounds, abilities, cultural backgrounds and ensure our volunteering opportunities are as accessible as possible
- Will have one Volunteer Program for the municipality

Becoming a Volunteer

The Town will post volunteer opportunities using print and/or electronic mediums.

Persons interested in volunteering with the Town of St. Marys must be at least 14 years of age and be able to complete the Volunteer Intake process. This process includes a meeting to determine the person's interests, skills and availability; the completion of a volunteer application form, background checks, matching to a volunteer opportunity; and orientation and training. There may be occasions when a Volunteer's skills, goals and objectives do not match opportunities the Town has. If this occurs, the Town may have to decline the services of the Volunteer.

Every volunteer role undergoes a risk assessment. This risk assessment evaluates the risk associated with working with vulnerable persons. The Town has a legal obligation to ensure Volunteers are not barred from working with vulnerable persons. Potential Volunteers for such roles will be required to complete a Vulnerable Sector Check with their local police service. This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

Volunteers will receive a description of the volunteer role. This description outlines responsibilities of the role and themselves.

Health and Safety

The Town of St. Marys will take all reasonable precautions to protect the health and safety of Volunteers while performing their volunteer duties. The municipality will provide health and safety training and identify hazards within the workplace.

Accommodation for Persons with a Disability

The Town of St. Marys is committed to developing an inclusive, barrier-free recruitment and selection process and working environment for all Volunteers.

Persons requiring accommodation through the Volunteer intake process and during their tenure with the Town or in their work environment are required to advise Human Resources or designate and/or the department representative of their accommodation requirements.

Information received relating to accommodation requirements is kept in strict confidence.

Orientation and Training

Volunteers will receive an orientation on the Corporate Volunteer Program and the department where volunteer opportunity is.

Each department will provide training on the specific tasks that are to be undertaken and on hazards within the workplace.

Support

Volunteers have the support of Human Resources or designate and the identified representative within each department. Support session will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed. Where volunteering role is emotionally demanding these sessions also give volunteers the opportunity to access emotional support for the Town.

Volunteer's Voice

The Town will consult with Volunteers in decisions that affect them. Volunteers are encouraged to bring their concerns forward to their department representative, Human Resources or designate. The Town is committed to working with the Volunteer to find resolutions to concerns raised.

Records

Information gathered from the volunteer intake process and kept in strict confidence and in a secure location. Human Resources will maintain volunteer records.

Expenses

The Town of St. Marys will reimburse Volunteers for expenses associated with out of pocket expenses associated with their volunteer responsibilities.

Insurance

The municipality's insurance policy covers Volunteers.

Concern Resolution Process

The Town of St. Marys has a process in place for dealing with concern resolution. Volunteers are encouraged to bring concerns to the attention of either the department representative, Human Resources / designate or the Manager of the department they are volunteering with. Concerns shall be dealt with in a timely fashion. If the Volunteer's concern has not been resolved to their satisfaction, the Volunteer would contact the Manager of Corporate Services for further assistance. The Manager of Corporate Services may involve the Chief Administrative Officer in resolving the concern.

Endings

When Volunteers move on from their role with the Town of St. Marys, they will be asked to provide feedback on their volunteer experience through an exit meeting or survey. They will also be given the opportunity to discuss their responses with Human Resources or designate or a member of the Town's management team.

There may be occasions when the volunteer requirements of the Town do not align with a Volunteer's goals, abilities or objectives. When this occurs the Town may initiate an exit strategy for the Volunteer.

References, when requested, will be given to Volunteers based of their voluntary work, Volunteers may request a reference.

Communication

A copy of this policy will be posted on the Town's website, company drive and distributed email.

Training

Department volunteer representatives will receive training on their roles and responsibilities within this policy.

Evaluation

Exit meetings and exit surveys plus annual general surveys to current Volunteers on the Volunteer intake process and their experience as volunteers. Recommendations from survey results will be given to Senior Management for approval and implementation.

Acknowledge Success and Make Improvements

The Municipality will recognize Volunteers on an annual basis for their contributions.

References

Municipal Volunteer Toolkit

www.Sector Source.ca

Volunteer Intake

Volunteer Reference Check

Volunteer Handbook

End of Document

Revision #	Date	Reason	Initiated	Reviewed	Approved
0	06-13-13	Inception			<i>K. M. Rose</i> Steve Rose